

What is claimed is:

- 5 Sub A1
1. A method for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the method comprising the steps of:
- maintaining access codes respectively associated with the communication management options;
  - receiving a selected access code from the user via a second interactive voice response service different from the first interactive voice service;
  - recording the personalized prompt for the communication management option associated with the selected access code via the second interactive voice service; and
  - storing the recorded personalized prompt in a location accessible for presentation by the first interactive voice response service.
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- 15 2. A method according to claim 1, further comprising the steps of:
- maintaining help information describing the communication management options;
- and
- providing the help information to the user via a network interface.
- 20 3. A method according to claim 1, wherein the communication management options are indexed by user, the method further comprising the steps of:

receiving a user identification from the user via the second interactive voice response service;

retrieving a list of available communication management options associated with the user in accordance with the received user identification;

5 comparing the selected access code against the retrieved list; and  
controlling operation of the recording and storing steps in accordance with a validity result of the comparing step.

4. A method according to claim 2, wherein the communication management options are indexed by user, the method further comprising the steps of:

receiving a user identification from the user via the network interface; and

retrieving a list of available communication management options associated with the user in accordance with the received user identification,

wherein the help information providing step is performed in accordance with the received user identification.

5. A method according to claim 1, further comprising the steps of:

adjusting the communication management options presented by the first interactive voice response service on behalf of the user;

20 adjusting the maintained access codes respectively associated with the communication management options;

receiving an adjusted access code from the user via the second interactive voice response service;

recording the personalized prompt for the adjusted communication management option associated with the adjusted access code via the second interactive voice service; and

5 storing the recorded personalized prompt in an adjusted location accessible for presentation by the first interactive voice response service.

6. A method for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the method comprising the steps of:

maintaining help information respectively associated with the communication management options, the help information for assisting the user in providing personalized prompts associated with the communication management options;

receiving an option selection from the user via a network interface;

retrieving the respective help information associated with the selected option; and

providing the respective help information to the user via the network interface.

7. A method according to claim 6, further comprising the steps of:

maintaining access codes respectively associated with the communication

20 management options, the access codes for allowing the user to record personalized prompts via a second interactive voice response service;

retrieving the respective access code associated with the selected option; and

providing the respective access code to the user via the network interface.

8. A method according to claim 7, wherein the second interactive voice response service is different from the first interactive voice response service.

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9. A method according to claim 6, wherein the communication management options are indexed by user, the method further comprising the steps of:

receiving a user identification from the user via the network interface; and

retrieving a list of available communication management options associated with the user in accordance with the received user identification,

wherein the help information providing step is performed in accordance with the received user identification.

10. An apparatus for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the apparatus comprising:

means for maintaining access codes respectively associated with the communication management options;

20 means for receiving a selected access code from the user via a second interactive voice response service different from the first interactive voice service;

means for recording the personalized prompt for the communication management option associated with the selected access code via the second interactive voice service; and

means for storing the recorded personalized prompt in a location accessible for presentation by the first interactive voice response service.

11. An apparatus according to claim 10, further comprising:

5 means for maintaining help information describing the communication management options; and

means for providing the help information to the user via a network interface.

12. An apparatus according to claim 10, wherein the communication management options are indexed by user, the apparatus further comprising:

means for receiving a user identification from the user via the second interactive voice response service;

means for retrieving a list of available communication management options associated with the user in accordance with the received user identification;

means for comparing the selected access code against the retrieved list; and

means for controlling operation of the recording and storing means in accordance with a validity result of the comparing means.

13. An apparatus according to claim 11, wherein the communication management options are indexed by user, the apparatus further comprising:

means for receiving a user identification from the user via the network interface;

and

means for retrieving a list of available communication management options associated with the user in accordance with the received user identification,

wherein the help information providing means is operative in accordance with the received user identification.

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14. An apparatus according to claim 10, further comprising:

means for adjusting the communication management options presented by the first interactive voice response service on behalf of the user;

means for adjusting the maintained access codes respectively associated with the communication management options;

means for receiving an adjusted access code from the user via the second interactive voice response service;

means for recording the personalized prompt for the adjusted communication management option associated with the adjusted access code via the second interactive voice service; and

means for storing the recorded personalized prompt in an adjusted location accessible for presentation by the first interactive voice response service.

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20 15. An apparatus for allowing a user to provide personalized prompts associated with communication management options presented by a first interactive voice response service on behalf of the user, the method comprising the steps of:

means for maintaining help information respectively associated with the communication management options, the help information for assisting the user in providing personalized prompts associated with the communication management options;

means for receiving an option selection from the user via a network interface;

5 means for retrieving the respective help information associated with the selected option; and

means for providing the respective help information to the user via the network interface.

10 16. An apparatus according to claim 15, further comprising:

means for maintaining access codes respectively associated with the communication management options, the access codes for allowing the user to record personalized prompts via a second interactive voice response service;

15 means for retrieving the respective access code associated with the selected option; and

means for providing the respective access code to the user via the network interface.

20 17. An apparatus according to claim 16, wherein the second interactive voice response service is different from the first interactive voice response service.

18. An apparatus according to claim 15, wherein the communication management options are indexed by user, the apparatus further comprising:

means for receiving a user identification from the user via the network interface;

and

5 means for retrieving a list of available communication management options associated with the user in accordance with the received user identification,

wherein the help information providing means is operative in accordance with the received user identification.

10 19. An apparatus for configuring a communication system adapted to manage communications for a plurality of users, the communication system including a first interactive voice response service adapted to present communication management options to incoming callers on behalf of the plurality of users, the communication management options having associated personalized prompts that are stored in a prompts store coupled to the first interactive  
15 voice response service, the apparatus comprising:

a personalization server adapted to store the associated personalized prompts in the prompts store, the personalization server including

an options store adapted to store a list of the communication management options;

20 an access code store adapted to store access codes respectively associated with the communication management options;

a second interactive voice response service adapted to record the personalized prompts associated with the communication management options in response to the associated access codes.

5           20. An apparatus according to claim 19, wherein the personalization server further includes:

an options help store adapted to store help information regarding the communication management options; and

a network interface for providing the help information to the users.

21. An apparatus according to claim 19, wherein the communication system comprises a PBX, the plurality of users being respectively associated with a plurality of office phones coupled to the PBX.